

OBJECTIVE

Detail-oriented professional with strong analytical, risk evaluation, and customer service skills developed

WORK EXPERIENCE

Equity Bank Kenya

Customer Relationship Officer 2022 – To Date

- Managed client onboarding and documentation, ensuring KYC compliance.
- Evaluated customer financial profiles relevant to loan risk assessments.
- Addressed complex client queries and supported decision-making on product offerings.
- Handled sensitive client data using CRM systems, aligned with underwriting needs.

Madison Insurance Company

Customer Service Officer 2021 – 2022

- Reviewed policy information and clarified underwriting-related client concerns.
 - Supported underwriting department by addressing client inquiries on risk coverage and claims.
 - Processed and screened client documentation aligned with risk profiling procedures.
 - Liaised with technical teams to handle survey report queries and post-loss documentation.
 - Maintained up-to-date product and service knowledge, especially on policy underwriting.
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EDUCATION

Moringa School

Data Science - Data analysis, risk modeling, Python, SQL, and visualization. [Data Science Certificate](#)

Tom Mboya University

BSc. Actuarial Science with IT - Second Class Upper [Actuarial Science Certificate](#)

SKILLS

Technical Skills

- Risk Analysis & Client Profiling
- Underwriting Software & CRM tools
- Data Handling & Documentation
- Python, SQL, Excel

- Report Preparation & Interpretation

Soft Skills

- Communication & Teamwork
 - Problem-Solving
 - Attention to Detail
 - Analytical Thinking
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REFERENCES

Kennedy Onyango Ogindo – Madison Insurance Co.

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Mrs. Josephine Chepkoech Siele – Equity Bank

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